

Information and Advice Outreach Volunteer

About Age Cymru West Glamorgan

We provide a range of services to our clients, families and carers across the Swansea, Neath Port Talbot and Bridgend area to support their independence and to sustain their health and wellbeing.

Role Description:

As an Information and Advice Outreach Volunteer you will work as part of the Information and Advice Team by assisting clients to complete Attendance Allowance applications with clients in their own homes or in our office.

Hours:	Minimum 4 hours a week
Location:	Swansea, Neath Port Talbot, Bridgend
Reporting to:	Information and Advice Manager

What will I do?

- Arrange appointments to visit clients at their home or in the office
- Ascertain clients' current health problems and their effects on their everyday life e.g. medical and personal circumstances to ensure they meet the benefit needs.
- Complete Attendance Allowance application forms from information gained in a thorough manner so as to fully represent the client's circumstances and needs
- Complete relevant internal paperwork
- Ensure that when visiting a holistic approach is taken and any needs of the client are clearly marked on our Internal Referral Form
- Adhere to relevant Age Cymru West Glamorgan policies and procedures, such as Confidentiality, Health & Safety and Equal Opportunities
- Attend relevant training to ensure you are aware of changes that may occur with Welfare Benefits

What will I gain?

- Experience of working in a Third Sector organisation
- Experience of working as part of a vibrant, enthusiastic team
- Knowledge that you are helping vulnerable clients and making a difference to people's lives

What skills do I need?

- Empathy and understanding of the issues that affect older people and a passion to ensure people are able to make informed decisions and have their rights upheld.

- Have an understanding of the issues affecting older people/carers with regard to Welfare Benefits
- Have some experience of completing government forms
- Have an awareness of the barriers that can prevent clients gaining their full entitlement
- A background in Welfare Benefits would be desirable but is not essential
- Good communication skills.
- Computer literate.
- Able to work under supervision and follow key policies and procedures
- Able to work on own initiative and understand the nature of confidentiality
- Non-judgemental
- Reliable and dependable
- Able to engage with older people in the community.
- Able to complete and maintain accurate records
- Friendly and enjoy working as part of a small friendly team
- Willing to undertake training as necessary

Please note that this post will be subject to an Enhanced DBS check.

To apply: Email volunteers@agecymruwestglamorgan.org.uk or call 01792 648866 to have a chat about the role.

Please note this is a voluntary position. Age Cymru West Glamorgan will reimburse volunteer for out of pocket travel costs including public transport costs.